

Towards Better Service...

Service Excellence is very important to us at Arab Bank. To help us serve you better, please share your comments, suggestions or complaints with us through the below channels:



Mail

Customer Experience Department, Arab Bank PLC,
Lebanon Country Management, Riad El Solh Square, Banks Street,
P.O. Box 11-1015 – Beirut, Lebanon



E-mail

complaints.management@arabbank.com.lb



Call us on

+961 1 980240



Suggestion Box

Available at all branches

The complaint is transferred immediately to the Customer Protection Unit, under the Customer Experience Department, without any interference from the concerned staff.

Once the Customer Protection Unit receives the complaint through the above-mentioned channels, it will instantly act in the following manner:

1. We will notify you, during a period not exceeding 3 working days and through the specified means of communication, that the complaint was received and is being reviewed.
2. We will inform you of the needed time to assess the complaint, and the maximum response-time should not exceed 15 days from the time of submission.
3. Within this time limit (15 days), we will assess the complaint and provide you with the response. This period can be extended an additional 15 days in exceptional cases provided that you are informed and/or in case of client-related delays.
4. The complaint process will be tracked and closed upon proper communication with you, as well as your confirmation that an adequate solution was reached.
5. In all cases, you may directly file a complaint to the competent Lebanese administrative or juridical authorities.

Thank you for choosing Arab Bank, we assure you of our commitment to providing the best services always.

arabbank.com.lb

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ARAB BANK



Success is a journey